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Applicant
Robert R.BUSHEY et al

Filing Date
May 26, 2000

Group
2642

U.S. PATENT DOCUMENTS

[illegible]

FOREIGN PATENT DOCUMENTS

[illegible]

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

| | | | |
|-----------|--|---|--|
| <i>is</i> | | 1 | KELLNER, A. et al., "PADIS – An Automatic Telephone Switchboard and Directory Information System", Speech Communication, October 1997. |
| <i>wp</i> | | 2 | CARPENTER, B. et al., "Natural Language Call Routing: A Robust, Self-Organising Approach", Lucent Technologies Bell Laboratories, 1998. |
| <i>wp</i> | | 3 | "Lucent Technologies Announces Trial of Natural Language Call Routing Technology", press release, December 3, 1997. |
| <i>wp</i> | | 4 | RICCARDI, G. et al., "A Spoken Language System for Automated Call Routing", IEEE International Conference on Acoustics, Speech, and Signal Processing, AT&T Bell Labs, 1997. |
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EXAMINER

Bill Deane

DATE CONSIDERED

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*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.